

# THE KLINIKAR EXPERIENCE



HASSLE FREE CAR CARE



Satisfaction  
Guarantee



Responsive  
Support



150 Installation  
points

Most Trusted Car Care Platform in Malaysia

# Emergency Roadside Assistance Terms & Conditions

## Klinikar Emergency Roadside Assistance

Our aim is to get your Vehicle mobile at the time of breakdown to allow you to continue your driving journey. Where this is not possible, we will provide reasonable options appropriate to the situation to assist you in getting your Vehicle to a Place of Repair. While your vehicle is either being repaired within close proximity to the breakdown location or being transported to an agreed destination, we will provide suitable benefits to minimize disruption to you and your passengers.

\* Towing service is not available in Klinikar Emergency Roadside Assistance  
\* Customer are advise to use their insurance free towing service or Klinikar will assist to call for one.

## Proof of Klinikar Protection Plan ( KPP ) product holding

Verification of your eligibility to receive KPP will be required at the time when Service is requested. Service Providers may also request verification of your eligibility to receive KPP at the time of Service. Members with Total Care requesting assistance on vehicles other than the Nominated Vehicle may be required to show photo identification to the Service Provider prior to Service and must also be present at the time of Service. If you cannot confirm your eligibility to receive KPP either on the phone or at the time of Service, you may be required to purchase a one year subscription before Service is provided. The additional subscription will be refunded if you later prove to Klinikar that you were eligible to receive the relevant Service.

## Klinikar Extra Care

Klinikar Extra Care offers a range of extra benefits designed to get you moving again with minimal inconvenience.

### - Emergency Roadside Assistance

This includes:

- Free petrol or diesel when you have run out of fuel(up to 5 litres; only available in Klang Valley)
- Wheel changing for flat tyre
- Car jump-start
- Car Battery Replacement

\*Car Battery not inclusive.

### Extended Benefits

Klinikar Extra Care provides you with up to RM900 worth of benefits in any one Subscription Year.

## Klinikar Roadside Care

Klinikar Roadside Care is designed to get your Vehicle moving again and if this is not possible, provides you with Extended Benefits to assist you in your time of need, subject to the Fair Use Policy.

### - Emergency Roadside Assistance

This includes:

- Free petrol or diesel when you have run out of fuel(up to 5 litres; only available in Klang Valley)
- Wheel changing for flat tyre
- Car jump-start
- Car Battery Replacement

\*Car Battery not inclusive.

### Extended Benefits

Klinikar Extra Care provides you with up to RM295 worth of benefits in any one Subscription Year.

## Marketing

You agree that Klinikar and its related bodies corporate may contact you with marketing and information about their products and services, discounts, special offers, competitions and invitations to special events, for an indefinite period unless and until you opt out of receiving these communications. You agree that any contact details provided by you can be used for these communications, including to contact you by post, phone, email and SMS. If at any time you wish to opt out from receiving these communications, please let Klinikar know by using the "Opt Out" instructions in the Klinikar Privacy Charter (available at [www.Klinikar.com](http://www.Klinikar.com)) or any opt out means provided in the communications.

## How to resolve a complaint or dispute

Talk to a staff member If you have a complaint – the first thing to do is call +60118924678 or go into Klinikar Customer Service portal and talk to one of the staff. If the staff member is unable to resolve the matter for you they will refer you to a manager.

Call +60118924678 if you would like more information about the complaint and dispute resolution procedure.

Product Entitlements Table		
Product Entitlement	EXTRA CARE	ROADSIDE CARE
Emergency Roadside Assistance		
Service Calls	Unlimited	Unlimited
Free petrol or diesel (Up to 5 litres)	✓	✓
Klinikar Member 2% discount	✓	✓
Car Sanitising Service	4 PER YEAR	2 PER YEAR
Car Pick-up Service	1 PER YEAR	-
Tyre Maintenance	1 PER YEAR	-

## Maximum Benefits

The cumulative value of the Extended Benefits for each KPP Product per Subscription Year will not exceed the following amounts (notwithstanding any statements which may suggest the contrary, including with limitation, statements that an 'unlimited' amount of a service or number of benefits are available, or that a particular amount or value will be provided):

Roadside Care	RM400
Extra Care	RM900

## Overdue Renewals and dishonoured Instalment Payments

Any overdue renewals or dishonoured instalment must be paid prior to receiving service. Where a KPP renewal or instalment is not paid by the due date, a grace period of up to 30 days applies. Service, Extended Benefits, and Personal Benefits are available once any overdue renewals or dishonoured instalments have been paid.

Where an overdue KPP renewal or instalment is not paid after 30 days, only Immediate Service is available once any overdue renewals or dishonoured instalments have been paid. A 24 hour waiting period applies to Extended Benefits and Personal Benefits.

If payment has not been made after 30 days the KPP subscription will lapse. Any request for service will require the purchase of a non-refundable one year subscription. Extended Benefits and Personal Benefits will not be available for that incident.

## Parts Used During Emergency Roadside Assistance

Parts provided by the Service Provider may or may not be genuine parts. All parts comply with relevant Malaysian standards and regulatory requirements and are fit for purpose.

## Entitlement Limitations

The provision of taxis is subject to availability at the time of booking.

## Wait with Vehicle

The driver or an authorized representative must be present with the Vehicle when the Service Provider arrives. Service will not be provided for unattended Vehicles.

## Refunds

Parts of Subscription Fees may be refunded prior to the end of the subscription period in the following circumstances:

- Where a Member cancels a multi-year subscription package, only the current year will be non-refundable;
- A Member dies; or
- A Member's Nominated Vehicle is sold, stolen or declared a total loss.

Pro-rata refunds can only be offered when no service calls have been made or Extended Benefits have been used.

Refunds will not be provided if a change is made during a Subscription Year (for example: a change from Extra Care to Roadside Care or a change of the Nominated Vehicle).

## Unroadworthy Vehicles

Service may be refused to a Vehicle, if in the opinion of an attending Service Provider, the Vehicle is unroadworthy or, in the case where Roadside Assistance Services are requested or required, where the Vehicle is not repairable.

## Ineligible Vehicles

\* Subject to these Terms and Conditions, Service is unavailable for:

\* Any Vehicle participating in any trial, race or other activities of a like nature;

\* Commercial Vehicles, including taxis, private hire & e-hailing service;

\* Trade-plated vehicles.

## Ineligible Vehicles

Provided that there is no pre-existing Condition, KPP becomes available 24 hours after a KPP product is purchased, unless a nonrefundable one subscription is paid for the provision of immediate assistance.

## Waiting Periods

Provided that there is no pre-existing Condition, KPP becomes available 24 hours after a KPP product is purchased, unless a nonrefundable one subscription is paid for the provision of immediate assistance.

## Vehicle Transportation

Where a vehicle cannot be repaired within three business days at the Place of Repair, Klinikar may attempt to find an alternative Place of Repair. If the Vehicle is still unable to be repaired, Klinikar will transport your vehicle to an agreed destination. A limit of one vehicle transportation is available per incident.

The provision of vehicle transportation is subject to availability and any terms and conditions imposed by the individual transport companies.

## Wheel Changing

KPP will include assistance in changing a punctured or damaged tyre, providing the driver provides a spare wheel and tyre in a serviceable and roadworthy condition, and of a design and type compatible with the Vehicle. Where the replacement tyre is incompatible, unserviceable, or unroadworthy, we will assist to help driver to contact towing service provided by the insurance company.

